



AccuVision[®]

WORKFORCE READINESS SYSTEM INTERVIEW GUIDE

Customer Care Module

for

SS#: _____

Date: _____

Interviewer's Name: _____

Summary comments/recommendations from interview:

- 1.
- 2.
- 3.
- 4.
- 5.

ORGANIZATIONALLY SPECIFIC QUESTIONS

In the space below, list any additional interview questions to be asked. These should include any questions needed to clarify information from the participant's resume/application, as well as questions specific to the position/organization. (Use the back of this page or insert additional pages if necessary.)

SUGGESTIONS FOR CONDUCTING THE INTERVIEW

Before the session begins...

- Take the steps necessary to ensure that the session will not be interrupted. The participant should receive your undivided attention.
- Review the participant's application/resume to identify any background information that needs to be explored or clarified. List questions for these items, as well as any additional questions you intend to ask, on the sheet titled "ORGANIZATIONALLY SPECIFIC QUESTIONS."

Starting the session...

- Attempt to establish rapport and put the participant at ease.
- Explain the general purpose and format of the interview.
- Ask for and respond to any questions the participant may have.

Conducting the interview...

- Ask the interview questions and take notes on the participant's responses.

Closing the session...

- Indicate that all interview questions have been covered.
- Explain any relevant follow-up activities.
- Ask for and respond to any questions the participant may have.
- Thank the participant and close the session.

After the session...

- Evaluate the Organizationally Specific Questions and the AccuVision interview questions (including the oral and interpersonal areas). The following rating scale can be used for making these evaluations.

3 - More than acceptable

2 - Acceptable

1 - Less than acceptable

- Summarize the results of the interview in the space provided on the cover page.

DECISION MAKING

Making sound decisions when carrying out company policies and guidelines, develops solutions for customer problems, recognizes the limits of own authority and knows when a customer problem should be referred to others.

QUESTION

Assume you are working and a customer comes to you and wants to return a product she purchased three months ago from your store. You know that your store's policy is that all returns must be made within 30 days of purchase unless the product is defective. In situations where the product was purchased more than 30 days ago, but is being returned because it is defective, only a supervisor can approve the return. What would you do and say to this customer?

INTERVIEWER NOTE: (If the participant says that he/she would ask the customer why he was unhappy with the product, ask the following question.) Suppose the customer says he wants the refund because he just hasn't had as much use for the product as he thought he would. What would you do?

NOTES:

SAMPLE EFFECTIVE BEHAVIORS

1. Questioning the customer to determine the reason for wanting to return the product
2. Attempting to handle the problem without involving the supervisor – the situation is unambiguous
3. Recognizing that accepting the return would be inappropriate
4. Apologizing for any inconvenience caused to the customer

SAMPLE INEFFECTIVE BEHAVIORS

1. Explaining the return policy to the customer prior to asking why the customer wants to return the product or not asking why the customer wants to return the product
2. Explaining that only a supervisor can approve the return or deferring the matter to a supervisor without attempting to first handle the situation himself/herself
3. Simply telling the customer "no" or "it's against policy" without explaining the policy

RATING FOR RESPONSE: _____

***CUSTOMER
RELATIONS***

Communicates in a positive manner, especially when handling complaints or conflict; efficiently obtains additional resources as needed to satisfy customer needs.

QUESTION

Assume that you work as a customer service representative for a utility company. A customer calls you and explains that she just received a notice from your company informing her that her monthly payment is two weeks late. She explains that she is absolutely certain she mailed her check for the payment to your company more than two weeks ago. You check your computer and see that the payment has not yet been received, but you also see that she has been a customer for three years and has no other late payments. The customer is concerned that a late payment will hurt her credit rating and wants the situation cleared up as soon as possible. What do you tell her or suggest to her, and why?

NOTES:

SAMPLE EFFECTIVE BEHAVIORS

1. Recognizing that the customer's excellent past payment record and the fact that she called the company gives some credence to her statement regarding she has mailed payment – she should receive some special consideration
2. Attempting to put the customer at ease regarding the issue of the credit rating – e.g., can take steps to ensure that a late payment does not show up on payment history
3. Suggesting the customer contact her bank to determine if the check has cleared, then call you back with the information, suggests giving the payment another week to show up and offering to waive any late payment fees, etc.

SAMPLE INEFFECTIVE BEHAVIORS

1. Takes a "tough" position (e.g., it's two weeks late so you need to write another check and your account will now show a late payment) or a "helpless" attitude (e.g., your payment is late and there's nothing I can do)
2. Failing to recognize the relevance of the customer's good payment history to the overall situation

RATING FOR RESPONSE: _____

**COMMITMENT
TO QUALITY**

Works and communicates with clients and customers to satisfy their expectations; actively listens to customers to avoid misunderstandings.

QUESTION

Assume that you are a Bank Teller. It is a slow day inside the bank and your manager asks you to close your teller window and work on some paperwork that has accumulated over the past few days. However, the manager also tells you not to worry if you can't finish all of the paperwork today, since it is not due to corporate headquarters for several more days. After a little while, things begin to get pretty busy inside the bank and a long line of customers are waiting to see the Tellers and the line is continuing to grow. Unfortunately, the manager has gone to lunch and there are no other Tellers available to help. What, if anything, would you do?

NOTES:

SAMPLE EFFECTIVE BEHAVIORS

1. Recognizes from the description that the paperwork is not urgent and can be delayed for a few hours if needed
2. Indicating a willingness and desire to help the co-workers (even if he/she is reluctant to actually change activities without the manager's permission)
3. Taking the initiative to stop working on the administrative task and reopens his/her Teller window in order to assist customers

SAMPLE INEFFECTIVE BEHAVIORS

1. Indicating a lack of concern for the customers' satisfaction – i.e., I'm doing what I was told to do
2. Is reluctant to act without permission

RATING FOR RESPONSE: _____

LISTENING

Comprehending and recalling verbal information. You understand and remember instructions and information others tell you.

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES:

SAMPLE EFFECTIVE BEHAVIORS

1. Gave the interviewer his/her full attention when the interviewer was speaking – looked in eye, avoided fidgeting, etc.
2. Asked for clarification, if necessary
3. Answers reflected a general comprehension of the question being asked
4. Body language indicated alertness and attentiveness throughout the session

SAMPLE INEFFECTIVE BEHAVIORS

1. Fidgeted, seemed distracted, bored or distracted at various times
2. Answers to questions reflected a basic misunderstanding of the question

RATING: _____

ORAL COMMUNICATION

Expresses thoughts and ideas in a clear and easy to understand manner.

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES:

SAMPLE EFFECTIVE BEHAVIORS

1. Expressed comments in a concise manner
2. Enunciated clearly
3. Spoke in a fluid manner
4. Looked at the interviewer when speaking
5. Used gestures to emphasize points
6. Expressed ideas in an easy to understand manner
7. Used proper grammar
8. Used voice inflection to emphasize points

SAMPLE INEFFECTIVE BEHAVIORS

1. Rambled on or was overly wordy
2. Had slurred speech
3. Was overly hesitant or choppy when speaking
4. Failed to maintain eye contact when speaking
5. Expressed ideas in a manner that was difficult to follow and/or understand
6. Made grammatical errors
7. Spoke in a monotone and/or failed to use gestures

RATING: _____

INTERPERSONAL

Responding sensitively to the needs and feelings of others.

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES:

SAMPLE EFFECTIVE BEHAVIORS

1. At the start of the session, offered a polite and enthusiastic greeting
2. As appropriate, used amenities such as “please” and “thank you”
3. Maintained a polite, courteous, and enthusiastic demeanor during the session
4. Actively listened to the interviewer’s comments (e.g., maintained eye contact while listening, nodding while listening, etc.)
5. At the close of the session, expressed appreciation of the interviewer’s time and consideration

SAMPLE INEFFECTIVE BEHAVIORS

1. Asked questions in an abrupt or curt manner
2. Displayed little enthusiasm or politeness

RATING: _____